DOCUMENT RESUME

ED 437 081 JC 000 041

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TITLE	Glendale Community College Student Views, 1999. Results of the 1999 Spring Student Survey.
INSTITUTION	Glendale Community Coll., CA. Planning and Research Office.
PUB DATE	1999-10-00
NOTE	15p.
PUB TYPE	Reports - Research (143) -- Tests/Questionnaires (160)
EDRS PRICE	MF01/PC01 Plus Postage.
DESCRIPTORS	Access to Education; *College Environment; Community Colleges; *Student Attitudes; Student Characteristics; Student College Relationship; Student Needs; Student Reaction; *Student Surveys; Two Year Colleges
IDENTIFIERS	*Glendale Community College CA

ABSTRACT

This report presents the results of Glendale Community College's 1999 Spring Student Survey. More than 2,800 students completed this survey. Class scheduling issues were emphasized in the survey. Less than one-fourth of credit students reported they had problems getting the classes they wanted in the spring semester. This was a small decrease from the previous year. The most common problem students cited was full classes. Parking problems were also addressed. Most students perceive parking to be about the same as it was when they first enrolled at the college. Students cited mornings as the most difficult time to park on campus. Approximately 33% of respondents said they would park in an off-campus parking lot and ride a free shuttle to the college; 25% said "maybe"; and 42% said they would not park in an off-campus lot. Other questions focused on student access to technology. Student computer access outside of the college continued to increase dramatically. About 75% of credit students reported access to a computer at home. Nearly 62% reported they had Internet access either at home or at work. The number of students with home Internet access has increased from 25% in 1996 to 55% in 1999. The methodology for administering this student survey is appended in the report. (VWC)

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Karpp, Edward

Glendale Community College
STUDENT VIEWS 1999

Results of the 1999 Spring Student Survey

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Summary

This report presents the results of Glendale Community College's 1999 Spring Student Survey. Every Spring semester, the Research & Planning Unit conducts a student survey to collect student demographic data and student views of the college.

Class scheduling issues were emphasized in the 1999 survey. Less than one-fourth of credit students reported they had problems getting the classes they wanted in the Spring semester. This was a small decrease from the previous year. The most common problem students cited was full classes. See pages 5-7 for more details.

Parking problems were also addressed. Most students perceive parking to be about the same as it was when they first enrolled at the college. Students cited mornings as the most difficult time to park on campus. Approximately 33% of respondents said they would park in an off-campus parking lot and ride a free shuttle to the college; 25% said "maybe"; and 42% said they would not park in an off-campus lot. See pages 11-12 for responses to the parking questions.

Other questions focused on student access to technology. Student computer access outside of the college continued to increase dramatically. About 75% of credit students reported access to a computer at home, up from 66% in 1998. Nearly 62% reported they had Internet access either at home or at work, up from 49% in 1998. The number of students with home Internet access has increased from 25% in 1996, to 30% in 1997, to 40% in 1998, to 55% in 1999. See pages 7-8 for internet and computer trends.

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Survey Results

In Spring 1999, 2,832 students responded to the annual survey. This is a 12% increase from the number of respondents in Spring 1998, paralleling the increase in credit students. The results were quite comparable to the results of prior administrations of the survey. See the appendix on page 13 for a discussion of the survey methodology.

In the tables below, percentages refer to valid responses only. That is, missing responses are not included in percentages. The numbers of missing responses are reported in the "No Response" categories. Also note that the item numbers that follow are the item numbers on the survey form. Additionally, responses from the 1999 survey are highlighted in bold type.

The tables of responses below are organized under five categories: demographics (items 1 to 11), scheduling (items 12 to 14), technology (items 15 to 19), academic progress and evaluation (items 20 to 26), and parking (items 27 to 34).

Demographic Questions (Items 1 to 11)

The first group of demographic questions are traditionally asked on the survey. Comparison data for most of these questions are available for more than 10 years.

The past three years have not shown major changes in credit student demographics. The percentage of female credit students has increased somewhat, continuing a long-term trend. The median age of credit students has remained at 23 years. The percentage of students born outside the United States has been stable at approximately 60% and the percentage of students residing in the city of Glendale has remained at 50%.

1. What was your first year and semester at Glendale Community College?

YEAR	1997	1998	**1999**
Spring 1999			**14.4%**
Fall 1998			**16.2%**
Summer 1998			**2.8%**
Spring 1998		16.0%	**5.2%**
Fall 1997		19.2%	**11.4%**
Summer 1997		3.3%	**1.7%**
Spring 1997	16.1%	6.1%	**4.0%**
Fall 1996	18.6%	14.4%	**7.9%**
Summer 1996	2.1%	2.5%	**0.9%**
Spring 1996	7.0%	4.6%	**2.5%**
Fall 1995	12.7%	8.3%	**4.2%**
Summer 1995	2.0%	1.4%	**0.7%**
Spring 1995	5.2%	2.9%	**1.6%**
Earlier	36.2%	21.2%	**12.4%**
No Response	340	339	**370**

2. How old are you?

AGE	1997	1998	1999
Under 21	32.0%	32.0%	30.1%
21 to 25	26.8%	27.0%	28.3%
26 to 30	13.8%	13.0%	13.0%
31 to 40	18.2%	17.7%	16.6%
41 to 50	6.8%	8.5%	9.1%
Over 50	2.4%	1.9%	3.0%
No Response	65	78	114
Mean Age	26.8	26.9	27.2
Median Age	23.0	23.0	23.0

3. What is your sex?

SEX	1997	1998	1999
Female	60.8%	61.8%	62.2%
Male	39.2%	38.2%	37.8%
No Response	71	111	192

4. How many units will you complete this semester?

UNITS	1997	1998	1999
0.0 to 5.9	18.4%	15.9%	18.8%
6.0 to 11.9	34.8%	34.8%	35.8%
12.0 or More	46.7%	49.3%	45.4%
No Response	127	33	39

5. What is your residential ZIP code?

RESIDENCE	1997	1998	1999
Glendale	49.6%	51.9%	48.1%
Eagle Rock	7.5%	7.3%	7.3%
Adjacent L.A.	9.5%	10.0%	10.7%
Central L.A.	1.4%	1.5%	1.4%
Burbank	9.9%	9.1%	9.1%
North Hollywood	1.8%	1.9%	1.9%
Sunland/Tujunga	4.9%	5.6%	5.5%
Altadena/S. Pasadena	2.9%	2.4%	2.1%
Montrose/La Cañada	2.7%	2.4%	2.1%
Other	9.6%	7.8%	10.2%
No Response	41	56	47

6. Were you born in the United States?

BORN IN U.S.	1997	1998	1999
Yes	39.8%	36.8%	38.2%
No	60.2%	63.2%	61.8%
No Response	10	15	55

7. Are you a citizen of the United States?

U.S. CITIZEN	1997	1998	1999
Yes	60.7%	57.7%	60.8%
No	39.3%	42.3%	39.2%
No Response	14	23	22

8. Was English the first language you learned as a child?

ENGLISH FIRST LANG.	1997	1998	1999
Yes	35.8%	31.4%	33.1%
No	64.2%	68.6%	66.9%
No Response	33	53	51

9. Which best describes your ethnic/nationality background?

ETHNICITY	1997	1998	1999
Caucasian/European	20.2%	16.3%	16.5%
Armenian	28.8%	31.8%	31.2%
Other Middle Eastern	2.9%	3.3%	2.8%
Brazilian	0.6%	0.4%	0.7%
Caribbean/Latino	0.3%	0.3%	0.3%
Central American	5.0%	4.9%	4.7%
Cuban	1.1%	0.4%	2.0%
Mexican/Chicano	9.8%	9.6%	9.4%
South American	2.2%	1.6%	2.4%
Other Hispanic	3.0%	3.1%	3.2%
Filipino	5.2%	6.1%	5.3%
Pacific Islander	0.3%	0.4%	0.3%
Cambodian	0.1%	0.2%	0.1%
Chinese	3.2%	2.6%	3.1%
Japanese	2.6%	3.5%	3.4%
Korean	3.8%	4.7%	4.2%
Laotian	0.3%	0.2%	0.2%
Vietnamese	1.4%	1.2%	1.1%
Other Asian	2.2%	1.9%	1.7%
American Indian	0.4%	0.8%	0.1%
Black/African American	1.8%	1.9%	1.6%
Caribbean/Black	0.3%	0.2%	0.2%
Multiple Heritages	4.6%	4.5%	5.0%
No Response	100	50	73

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10. How many hours of work are you paid for each week?

HOURS WORKED	1997	1998	1999
0	34.3%	40.5%	38.7%
1 to 9	3.6%	2.7%	2.5%
10 to 19	10.9%	10.1%	9.5%
20 to 29	15.3%	14.5%	14.6%
30 to 39	10.9%	9.1%	9.8%
40 or More	24.9%	23.1%	24.9%

Note: In the hours worked table above, students leaving the item blank were included in the "0 hours worked" category. The number of blank responses was 831 in 1997, 355 in 1998, and 182 in 1999 (the decrease in blank responses was due to a change in wording that encouraged students who didn't work to enter zero).

11. Are you receiving financial aid from GCC this semester?

FINANCIAL AID	1997	1998	1999
Yes	31.6%	34.3%	42.5%
No	68.4%	65.7%	57.5%
No Response	30	42	N/A

In 1999, the survey asked students what kind of financial aid they were receiving. The responses are shown in the following table, but comparison information for previous years is not available. Percentages do not add up to 100% because students could mark as many types of financial aid as they wanted, and most students did not mark any of the items.

FINANCIAL AID TYPE	1999
BOG Waiver	36.0%
Pell Grant	12.1%
Cal Grant	4.0%
SEOG	2.2%
Work Study	2.4%
Loan	1.1%
Scholarship	1.5%
Other	2.9%

Scheduling Questions (Items 12 to 14)

Students were asked about difficulty getting their classes in 1998 and 1999. About 22% of students reported having problems, with the most common problem being full classes.

12. When are your current classes scheduled?

CLASSES	1997	1998	1999
Day Only (before 4:30)	36.2%	37.7%	38.1%
Night Only (after 4:30)	35.4%	32.9%	33.9%
Both Day and Night	28.5%	29.4%	28.0%
No Response	16	21	69

13. Did you have any problems getting any classes you wanted this semester?

PROBLEMS GETTING CLASSES	1998	1999
Yes	22.7%	21.5%
No	77.3%	78.5%
No Response	24	84

Item 13 asked students to list the classes they had problems getting in Spring 1999. The following lists show the most frequently listed departments and courses. Because students could list more than one course, the percentages in the tables are percentages of mentions. For example, 18.8% of all courses listed were in the English department.

13B. If yes, please list any classes you had problems getting:

DEPARTMENT	1999
English	18.8%
Mathematics	17.0%
Art	6.2%
History	4.4%
ESL	4.1%
CS/IS	4.1%
Child Development	3.5%
Biology	3.2%
BUSOT	2.9%
Other	35.8%
Total Course or Dept Mentions	664

COURSE	1999
ENGL 101	8.8%
MATH 101	8.3%
ENGL 102	3.2%
ENGL 120	2.9%
ENGL 104	2.2%
PHILO 101	2.0%
MATH 110	2.0%
MATH 103	2.0%
SPCH 101	1.7%
PSYCH 101	1.7%
MATH 141	1.7%
Total Course Mentions	409

The next item asked why the student had trouble getting a class or classes. Four potential reasons were given, and the student could mark an "Other" category. Students were asked to mark all the responses that applied, so the sum of responses in the table below is not 100%. The numbers in the table are percentages based on the 591 students indicating they had problems getting their classes for Spring 1999. For example, 67.3% of those 591 students indicating a problem marked the response that said "The class I wanted was full at the time I wanted to take it."

13C. Why were you unable to get the classes you wanted this semester?

REASONS	1998	1999
Class Full	76.7%	67.3%
Class Not Offered at Good Time	37.5%	20.3%
Class Scheduled Same Time as Other Class	45.0%	25.4%
Class Not Offered This Semester	19.3%	9.6%
Other Reason	10.3%	7.4%

The next item asked when the student had the problem getting a class. The table below shows the percentage of responses to this question.

14. Is the Schedule of Classes available each semester in time for you to schedule and get your courses?

SCHEDULE IN TIME	1998	1999
Yes	82.1%	82.5%
No	17.9%	17.5%
No Response	125	196

Technology Questions (Items 15 to 19)

Over 75% of students reported having a computer at home and over 55% had internet access from home. Nearly 62% reported having internet access from either home or work.

15. Do you have a computer at home?

COMPUTER AT HOME	1998	1999
Yes	65.7%	75.1%
No	34.3%	24.9%
No Response	7	40

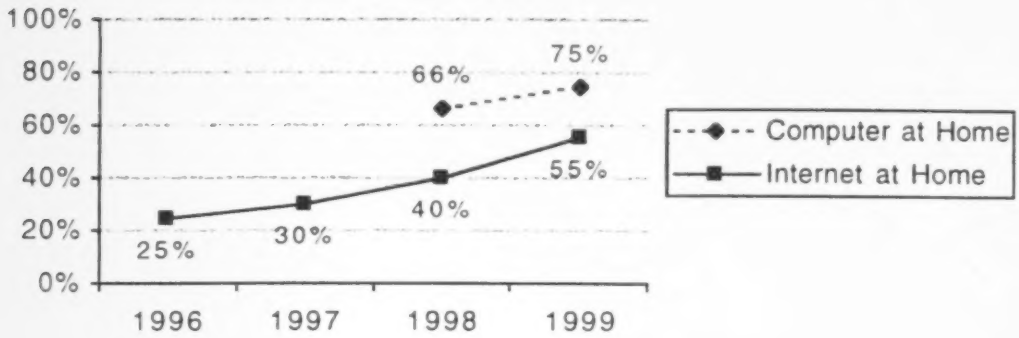
16. Do you have access to the Internet at home?

INTERNET AT HOME	1998	1999
Yes	40.2%	55.3%
No	59.8%	41.6%
Not Applicable	--	3.1%
No Response	18	54

17. Do you have access to the Internet at work?

INTERNET AT WORK	1998	1999
Yes	23.7%	25.2%
No	76.3%	56.7%
Not Applicable	--	18.2%
No Response	155	133

Both computer access and internet access have increased dramatically in the past five years. The following graph shows this increase.



18. Which of the courses you have taken should the college offer on the Internet?

DEPARTMENT	1999
CS/IS	16.9%
English	12.2%
Math	11.2%
History	5.5%
Political Science	4.8%
Business Administration	3.3%
Health	3.2%
Accounting	3.0%
Psychology	2.9%
Biology	2.9%
Total Department Mentions	724

COURSE	1999
CS/IS 101	12.6%
MATH 101	4.3%
ENGL 101	4.3%
POL S 106	3.6%
CS/IS 110	2.9%
CS/IS 102	2.9%
PSYCH 101	2.5%
BUSAD 106	2.5%
Total Course Mentions	277

19. Which of the following TV services do you have at home? (Mark all that apply.)

TV SERVICES	1999
Marcus Cable	49.8%
American Cablevision	1.8%
Cencom Cable TV	0.5%
King Videocable	0.6%
Sammons Cable	0.7%
United Artists Cable	0.9%
Century Cable	9.3%
MediaOne Cable	7.2%
DirecTV (Satellite)	2.1%
DSS (Satellite)	1.5%
DISH Network (Satellite)	1.6%
Other cable or satellite	3.9%

TV SERVICES SUMMARY	1999
Any listed cable service	68.4%
Any listed satellite service	4.8%
Any listed cable or satellite	71.8%

Academic Progress and Evaluation Questions (Items 20 to 26)

20. Which of the following campus units do you use most often for assistance in selecting courses and planning your education?

COURSE SELECTION	1996*	1998	1999
Academic Counseling	35.0%	38.5%	39.5%
Adult Re-Entry	1.2%	1.3%	1.4%
Career Center	9.5%	6.3%	3.4%
Disabled Student Center	2.3%	2.4%	2.7%
EOPS	24.9%	23.6%	25.6%
Financial Aid Office	1.4%	2.0%	2.3%
Transfer Center	4.4%	5.5%	4.9%
Other	4.0%	4.3%	4.2%
No Educational Planning	17.3%	16.0%	15.9%
No Response	466	110	348

*This question was not asked in 1997.

21. Have you worked with a counselor to develop a Student Educational Plan (SEP)?

SEP	1995*	1998	1999
Yes	50.3%	53.5%	57.9%
No	49.7%	46.5%	42.1%
No Response	87	38	157

*This question was not asked in 1996 or 1997.

22. How would you rate the helpfulness of the GCC counselors you have seen?

HELPFULNESS	1996*	1998	1999
Excellent	17.1%	13.3%	**16.0%**
Good	39.9%	38.5%	**37.3%**
Fair	23.4%	24.0%	**22.7%**
Poor	11.1%	11.4%	**11.3%**
No Opinion	8.5%	12.8%	**12.6%**
No Response	53	56	**131**

*This question was not asked in 1997.

23. Which of the following best describes your educational goal?

GOAL	1996*	1998	1999
Transfer With AA	38.0%	40.4%	**40.9%**
Transfer Without AA	29.9%	25.9%	**22.9%**
Vocational AA/AS	6.3%	6.4%	**12.0%**
General Ed. AA/AS	5.2%	4.8%	**5.3%**
Vocational Certificate	7.7%	8.9%	**7.5%**
Improve Job Skills	1.9%	2.3%	**3.6%**
Gain Skills for New Job	3.1%	3.6%	**3.9%**
Personal Interest	4.9%	5.0%	**5.8%**
Improve English/Math	2.9%	2.8%	**2.7%**
No Response	237	65	**127**

*This question was not asked in 1997.

24. How would you rate the concern and interest shown in students by the faculty?

FACULTY CONCERN	1996*	1998	1999
Excellent	13.4%	12.6%	**14.6%**
Good	47.7%	52.0%	**56.4%**
Fair	26.0%	24.3%	**21.3%**
Poor	5.9%	3.8%	**3.0%**
No Opinion	7.0%	7.4%	**6.7%**
No Response	42	64	**99**

*This question was not asked in 1997.

25. How would you rate your preparation for study at Glendale Community College?

PREPARATION	1996*	1998	1999
Excellent	14.7%	13.5%	**14.5%**
Good	57.5%	56.6%	**56.3%**
Fair	21.2%	21.6%	**21.2%**
Poor	3.2%	3.5%	**3.0%**
No Opinion	3.4%	4.7%	**4.9%**
No Response	23	53	**96**

*This question was not asked in 1997.

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26. Are you taking any classes anywhere else this semester?

CLASSES ELSEWHERE	1995*	1998	1999
Yes	6.5%	5.2%	4.0%
No	93.5%	94.8%	96.0%
No Response	87	117	295

	1998			1999		
OTHER SCHOOL	#	% of All	% of Resp.	#	% of All	% of Resp.
CSUN	13	0.5%	10.8%	14	0.5%	12.3%
CSULA	18	0.7%	15.0%	10	0.4%	8.8%
USC	9	0.4%	7.5%	3	0.1%	2.6%
UCLA	9	0.4%	7.5%	6	0.2%	5.3%
High School	16	0.6%	13.3%	20	0.7%	17.5%
PCC	12	0.5%	10.0%	7	0.2%	6.1%
LA Valley	9	0.4%	7.5%	7	0.2%	6.1%
LA City	8	0.3%	6.7%	4	0.1%	3.5%
LA Trade Tech	1	0.0%	0.8%	3	0.1%	2.6%
Other	25	1.0%	20.8%	40	1.4%	35.1%
(Nowhere Else)	2,413	95.3%		2,718	96.0%	

*NOTES: This question was not asked in 1996 or 1997. "% of All" refers to the percentage of all students responding to the survey, useful in evaluating the percentage of all credit students enrolled at other schools. "% of Responses" refers to the percentage of students responding to this item (i.e., students indicating they were enrolled at other schools).

Parking Questions (Items 27 to 34)

27. How many times per week do you drive to campus?

TIMES	1999
0	11.0%
1 to 3	40.1%
4 to 6	42.5%
7 to 9	4.0%
10 or More	2.3%
No Response	91

28. How many times per week do you have trouble parking on campus?

TIMES	1999
0	50.5%
1 to 3	33.8%
4 to 6	13.4%
7 to 9	1.3%
10 or More	1.0%
No Response	308

29. At what time(s) do you generally drive to campus?

TIMES	1999
Morning	64.2%
Afternoon	5.8%
Evening	30.0%
No Response	741

30. At what time(s) do you have the most trouble parking on campus?

TIMES	1999
Morning	69.4%
Afternoon	5.0%
Evening	25.5%
No Response	1,346

31. How has the parking situation changed at GCC since you first enrolled?

PARKING	1999
It has improved	24.2%
It's about the same	58.1%
It has gotten worse	17.6%
No Response	377

32. Would you park in an off-campus parking lot and ride a free shuttle to the college?

RIDE SHUTTLE	1999
Definitely yes	14.5%
Probably yes	18.9%
Maybe	24.5%
Probably not	42.2%
Definitely not	0.0%
No response	276

33. If you were to ride a free shuttle to the college, where would you prefer the parking lot to be?

PARKING	1999
North of the campus	45.7%
South of the campus	54.3%
No Response	724

34. How do you usually get to GCC?

PARKING	1999
Drive alone in a car or motorcyle	71.3%
Drive with others in a car	17.0%
Ride a bus	7.4%
Ride a bicycle	0.7%
Walk	1.5%
Other	2.2%
No Response	64

Appendix: Method

Surveys were administered to all students in classes in session on Tuesdays at either 9:00 am or 7:00 pm. This sampling practice has been used in all administrations of the survey (though dates and times have been alternated), and provides a generally unbiased sample of Glendale Community College credit students. Alternative sampling methods, including random sampling, generally result in a much smaller response rate and are less practical to conduct.

Checks of the characteristics of sample students versus the student body as a whole have shown that the present sampling method does not result in samples biased according to gender, age, or ethnicity. The following tables show demographic information, comparing students responding to the survey with all credit students enrolled in Spring 1999.

SEX	1999 Survey Sample	Spring 1999 Students
Male	37.8%	40.1%
Female	62.2%	59.9%
N	2,832	14,806

AGE	1999 Survey Sample	Spring 1999 Students
Under 20	19.6%	17.6%
20 to 25	37.3%	33.3%
26 to 30	12.5%	13.4%
31 to 50	24.6%	28.5%
Over 50	2.9%	7.1%
N	2,832	14,806

ETHNICITY	1999 Survey Sample	Spring 1999 Students
Caucasian	47.8%	52.3%
Hispanic	22.8%	25.7%
Asian	13.8%	11.8%
Filipino	5.3%	5.9%
Black	1.8%	3.1%
American Indian	0.5%	0.5%
Other	8.0%	0.8%
N	2,832	14,806

Some differences exist between the sample population and the credit student body. Because the survey was conducted in classes, full-time students were somewhat more likely to be sampled than part-time students, because they take more classes. Students surveyed are therefore closer to the full-time student profile than the part-time student profile. In particular, older students are underrepresented in the sample,

but the difference is relatively small. Another difference appears in the ethnicity comparison, where more students in the survey sample are in the "Other" category. This is most likely due to the availability of a "Multiple Heritages" response on the survey form—students checking this response were categorized as "Other" in the survey, but probably selected another response on their application form.

The survey form was printed two-sided on legal-sized paper, and took less than 20 minutes for the student to complete. The 1999 survey was conducted the weeks of April 15 through May 1. Survey forms were distributed to the instructors of all sampled classes, accompanied by a letter indicating the purpose of the survey. Instructors were asked to pass out the survey forms in class and to collect the forms, returning them to a specified box in the campus mail room.

Surveys were distributed to 197 classes in 1999; forms were returned from 154 classes, for a class response rate of 78.2%. The total number of surveys returned was 2,832. Data entry and analysis were conducted by Research & Planning Unit staff.